



U.S. Office of Personnel Management
Raleigh Service Center
4407 Bland Road, Suite 200
Raleigh, North Carolina 27609
Phone: (478) 757-3000
Fax #: (919) 790-2824

**VACANCY ANNOUNCEMENT FOR CAREER INTERN PROGRAM
- DEFENSE CONTROLS ANALYST, GS-1101-7 -**

**WITH THE DEPARTMENT OF STATE
IN
WASHINGTON, DC**

VACANCY IDENTIFICATION NUMBER: AR114838

OPENS: 07/18/01

CLOSES: 08/08/01

****You MUST request application materials, (or apply on-line) by the closing date 08/08/01. Completed application packages must be received by 08/16/01. ****

*****The Department of State career entry program is seeking to attract exceptional individuals for specific occupations. This is a two-year training and development program designed to hire and develop entry level professionals and produce the agency's future managers. The program includes on-the-job training, formal classes, and rotational and developmental assignments. Multiple positions are available. Positions have promotion potential to the GS-13 level. Individuals will receive appointments in the excepted service. Upon successful completion of the internship, individuals may be placed in a permanent position.*****

MAJOR DUTIES: The incumbent serves in a Branch of the Arms Licensing Division, Office of Defense Controls, Bureau of Political-Military Affairs. The incumbent reviews and recommends approval, denial, or return of license applications and other requests for approval to export defense articles, defense services, and technical data related thereto, as specified on the U.S. Munitions List. The incumbent also provides guidance to industry on export policy and administrative practices.

NOTE: .Selectees must be able to obtain a Top Secret security clearance.
.Selectees will be subject to random drug testing.

QUALIFICATION REQUIREMENTS:

Applicants must have 1 full year of experience (equivalent to at least the GS-5 level in the Federal service) researching, analyzing, collecting, compiling, and reporting on information having bearing on international exports and related statutes, laws, embargoes and similar guidelines.

OR

Applicants must have completed one full year of graduate level study (18 semester hours or the equivalent), *or* possess a master's, LL.B., J.D., LL.M., or Ph.D. in a field that provided the knowledge, skills, and abilities necessary to do the work. Such fields include business administration, business or commercial law, financial economics, or public administration.

OR

Applicants must have a combination of the experience and graduate education described above. Completed portions must equal at least 100%. Forty hours of work per week for 12 months is equivalent to 1 year of experience. Eighteen graduate semester hours or 27 graduate quarter hours is typically equivalent to 1 full year of graduate study.

OR

Applicants must have a bachelor's degree *and* superior academic achievement. Superior academic achievement is based on (1) class standing: you must be in the upper third of your graduating class in college, university, or major subdivision; (2) grade-point average: you must have a grade point average of (a) 3.0 or higher out of a possible 4.0 as recorded on your official transcript, or as computed based on 4 years of education, or as computed based on courses completed during the final 2 years of your curriculum;

or (b) 3.5 or higher out of a possible 4.0 based on the average of required courses completed in your major field or required courses in your major field completed during the final 2 years of your curriculum [Grade point averages can be rounded to one decimal place. For example, 2.95 will round to 3.0, and 2.94 will round to 2.9.]; and (3) election to membership in a national scholastic honor society.

CREDIT FOR VOLUNTEER SERVICE: Credit will be given for appropriate unpaid experience or volunteer work on the same basis as for paid experience, provided it is directly related to the job for which you are applying. To receive proper credit, you must show the actual time spent in such activities.

Only education/experience acquired by the closing date will be considered.

OTHER INFORMATION:

.You must be a United States citizen to apply.

.To be eligible for Federal employment, male applicants born after December 31, 1959, must certify at the time of appointment that they have registered with the Selective Service System, or are exempt from having to do so under Selective Service law.

BASIS FOR RATING: Competitors will be rated on the basis of the extent and quality of experience and training relevant to the duties of the position, based on information contained in their applications and their responses to the occupational questions found in the Supplemental Qualifications Statement section later in this announcement. Answers to the Supplemental Qualifications Statement **MUST** be provided on the Qualifications and Availability Form (OPM Form 1203-FX) or via the Internet at the OPM USAJOBS web site (see the How to Apply section below for filing on-line). Qualified candidates will be assigned a score between 70 and 100; points for veterans preference will be added to this score if supported by documentation. Errors or omissions in your responses to the Supplemental Qualifications Statement may impact your score.

*****ALL CANDIDATES WILL RECEIVE CONSIDERATION WITHOUT REGARD TO ANY NONMERIT FACTOR SUCH AS RACE, COLOR, RELIGION, SEXUAL ORIENTATION, NATIONAL ORIGIN, MARITAL STATUS, AGE, POLITICAL AFFILIATION, SEXUAL PREFERENCE, OR DISABILITY.*****

HOW TO APPLY:

Applicants must submit the following materials in order to receive consideration for this position:

1. A completed Qualifications and Availability Form C (OPM Form 1203-FX) or on-line submission of the Supplemental Qualifications Statement. Please review your responses to ensure that they are consistent with the descriptions of work experience and education stated in your application. Your responses will be verified against the information in your application. Errors or omissions made on the Form C/Supplemental Qualifications Statement are your responsibility.
2. A completed application or resume. The Application for Federal Employment (SF-171), or the Optional Application for Federal Employment (OF-612), a resume, or any other written format of your choice which clearly identifies: 1) the announcement number, title, and grade of the job you are applying for; and, 2) information required in the OPM pamphlet OF-510, "Applying for a Federal Job". Forms OF-612 and OF-510 will be included in each application package provided by the OPM Raleigh Service Center.
3. If claiming veterans preference: a copy of your DD-214; if applicable, official documentation from the VA or branch of Armed Services that is dated within the past 12 months documenting your compensable disability; and, if applicable, an SF-15 (Application for 10 pt. Veteran Preference) and any other documentation required in that form.

Please write the announcement number on the first page of all your application materials, if submitting hard copies, to ensure accurate processing for this case. Your application materials will not be returned. Do not submit original document that you may need in the future.

NOTE:

.Federal agencies provide reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application process, contact the Raleigh OPM Service Center. If you need accommodation during the hiring process, contact the hiring agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

.Your application contains information subject to the Privacy Act (P.L. 93-579.5 USC 552a). The information is used to determine qualifications for employment and is authorized under Title 5 of the U.S. Code, Sections 3302 and 3361.

To obtain an application package, you may:

1. Contact the OPM Web Site on the Internet at: www.usajobs.opm.gov. You may obtain a copy of the announcement and complete your resume and responses to the Supplemental Qualifications Statement on-line. It is highly recommended that you file your resume and responses to the Supplemental Qualifications Statement using the on-line method, since it is the most efficient way for us to process your application. Click on "on-line application" at the USAJOBS website page, then click on "access on-line resume" or "complete on-line Supplemental Qualifications Statement" at the next page to access the form you desire. The on-line application process for this announcement is available up until midnight Eastern Time of the closing date. **Please make sure you still send in to the OPM Raleigh Service Center any other materials required as part of the application package.**
2. Call the Office of Personnel Management Telephone System on 478-757-3000. This is an automated telephone information system. Enter "1" from the opening menu, then "3" to go to the Open Forms Request Line, and then "1" to begin your recording. You will be asked to record your name, street address, city, state, zip code, and the announcement number for this position. This recorded message is available 24 hours a day, 7 days a week; or
3. Write the Office of Personnel Management, Raleigh Service Center, at 4407 Bland Road, Suite 200, Raleigh, NC 27609, or send an e-mail message to raleigh@opm.gov. Please include your name, address, and the announcement number for this position.

FILING APPLICATIONS:

Application packages must be *received* by 08/16/01 in order to receive consideration. Failure to provide complete information may result in your not receiving consideration for this position. Application materials not filed on-line through USAJOBS should be mailed to: **U.S. Office of Personnel Management, 4407 Bland Rd., Suite 200, Raleigh, NC 27609**; or faxed to the OPM Raleigh Service Center at **(919) 790-2824**.

Applications may not be sent in postage-paid Government envelopes in accordance with Federal law and regulation. Applications filed in this fashion will not receive consideration.

COMPLETING THE SUPPLEMENTAL QUALIFICATIONS STATEMENT:

You should use the following instruction to help you complete the Supplemental Qualifications Statement on the Qualifications & Availability Form C (OPM Form 1203-FX) or using the on-line method. The instructions are numbered to match the section numbers on the Form C. You may omit any optional information; however, you must provide responses to all other questions unless advised otherwise. Be sure to double check your application before submission.

Enter your **social security number** and Vacancy Identification Number (**AR114838**) in the appropriate boxes at the top of every page of the OPM Form 1203-FX. NOTE: This step does not apply to on-line filers.

1. **Job Title:** Defense Controls Analyst/Career Intern Program
2. **Biographic Data/E-Mail Address:** All biographic information is required including your name and address. Your phone number is optional.
3. **E-mail Address:** Optional
4. **Work Information:** Optional
5. **Employment Availability:** Indicate your availability for full time, part time, and temporary employment. Also indicate your availability for travel. You may omit the other employment questions.
6. **Citizenship:** A response to the citizenship question is required.
7. **Background:** Leave this blank.
8. **Other Information**
 - A. **Gender**
This information is collected for statistical purposes only.
Darken the oval corresponding to your gender Male or Female.

9. Languages

Select from the list below up to 3 languages in which you are proficient. Enter the 2 digit code(s) corresponding to the language in each box.

- 01 = Any African Language
- 02 = Any Native American Language
(Aleut, Navajo, etc.)
- 03 = Any Classical Language
- 04 = Asian/Near East Languages
- 05 = Asian/Far East Languages
(Other than Chinese)
- 06 = Chinese
- 07 = French
- 08 = German
- 09 = Russian
- 10 = Sign Language
- 11 = Spanish
- 12 = Other European
Languages
- 13 = Other Languages

10. **Lowest Grade:** Enter 07

11-13. **Miscellaneous information, special knowledges, and test location:** Leave these questions blank.

14. **Veterans' Preference Claim:** Enter your claim for Veterans' Preference. If you are not entitled to veteran preference, mark "No preference claimed." Please note: Except for disabled veterans, (1) those who entered active duty on or after October 15, 1976 and before September 8, 1980 must have an authorized campaign badge; **OR**, (2) those who enlisted after September 7, 1980, or entered on active duty (through means other than enlistment) on or after October 14, 1982 must have: (a) completed at least 24 months of continuous, active duty service **AND** have served in a campaign or expedition for which a campaign medal has been authorized; **OR**, (b) have served at least 1 day during the period 08/02/90 through 01/02/92 **AND** have 24 months of continuous, active duty service, or been a reservist activated during that period. Persons who retired from military service at the rank of major, lieutenant commander, or higher are not entitled to veteran preference except as disabled veterans. **You must include a copy of your DD-214 with your application, and if applicable, documentation from the VA or branch of Armed Services that is dated within the past 12 months documenting your compensable disability, to receive veterans preference. (NOTE: More information on veterans preference and qualifying campaign medals is available in the Vets Guide that can be found on the Internet at www.opm.gov .)**

15. **Date of Active Duty:** If you have military experience, enter your dates of active duty military service.

16. **Availability Date:** You may omit availability date if you can begin work immediately; otherwise, provide the date you will be available for employment.

17-19. **Service Computation Date, Other Date, and Job Preference:** Leave these questions blank.

20. **Occupational Specialties:** Enter 001

21. **Geographic Availability:** Enter 0675. This position is with the Department of State in Washington, DC.

22. **Career Transition Assistance Plan:** Leave blank.

23. **Job Related Experience:** Leave this section blank.

24. **Personal Background Information:**

APPLICANT RACE AND NATIONAL ORIGIN

The United States District Court for the District of Columbia, in a decree approved in a lawsuit entitled *Luevano v. Lachance*, Civil Action no. 79-0271, has ordered that Federal Government agencies provide data on the race and national origin of applicants for certain Federal occupations. The position for which you are applying is in one of those occupations.

The collection of this information is authorized for use by the Office of Personnel Management only for the purposes of complying with the requirements of the *Luevano v. Lachance* Decree. The data you supply will be used for statistical analysis pursuant to the requirements of the lawsuit, and will not be shared with employing agencies.

You are requested to complete the following, however, submission of this information is voluntary. Your failure to do so will have no effect on the processing of your application for Federal employment.

The categories below provide descriptions of race and national origins. Select the category with which you identify yourself. If you are of mixed race and/or national origin, select the category with which you most closely identify yourself. **Please select only one by shading in the circle next to the number corresponding to the category.**

- 1 = American Indian or Alaskan Native - A person having origins in any of the original peoples of North America, and who maintains cultural identification through community recognition or tribal affiliation.
- 2 = Asian or Pacific Islander - A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. For example, this area includes China, India, Japan, Korea, the Philippine Islands, and Samoa.
- 3 = Black, not of Hispanic origin - A person having origins in any of the black racial groups of Africa. This does not include persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish cultures or origins.
- 4 = Hispanic - A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish cultures or origins. This does not include persons of Portuguese culture or origin.
- 5 = White, not of Hispanic origin - A person having origins in any of the original peoples of Europe, North America, or the Middle East. This does not include persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish cultures or origins.
- 6 = A person not included in another category.

PRIMARY GEOGRAPHIC ZONE

Select the Zone which includes your first choice for location of employment. This designation is for statistical use only and will not affect your actual consideration for employment. Your geographic area of consideration will be determined by your entries in Section 21, GEOGRAPHIC AVAILABILITY. Please select only one and darken the appropriate circle next to the number corresponding to your selection.

- 7 = ATLANTA ZONE includes Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina, Tennessee, and Virginia.
- 8 = CHICAGO ZONE includes Illinois, Indiana, Iowa, Kansas, Kentucky, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, West Virginia, and Wisconsin.
- 9 = DALLAS ZONE includes Arizona, Arkansas, Colorado, Louisiana, Montana, New Mexico, Oklahoma, Texas, Utah, and Wyoming.
- 10 = PHILADELPHIA ZONE includes Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, and Vermont.
- 11 = SAN FRANCISCO ZONE includes California, Idaho, Nevada, Oregon, and Washington.

12 = ALASKA ZONE includes the State of Alaska.

13 = CARIBBEAN ZONE includes Puerto Rico and the Virgin Islands.

14 = HAWAII ZONE includes the State of Hawaii and Pacific overseas area.

15 = WASHINGTON, DC, ZONE - Washington, DC, metropolitan area (Charles, Montgomery, and Prince George's Counties in Maryland; Arlington, Fairfax, Prince William, King George, Stafford, and Loudon Counties and Falls Church, Alexandria, and Fairfax cities in Virginia) and Atlantic overseas area (African, European, Middle Eastern, and Central and South American countries.)

25. **Occupational Questions:** Respond to the following questions. Mark only one response for each question.

EDUCATIONAL BACKGROUND AND WORK EXPERIENCE

This section asks you to describe your educational background, your work, and other experiences in specific factors which relate to job performance. **ALL QUESTIONS MUST BE ANSWERED.** Record your answers in Section 25.

1. Please fill AA@ for this question

2. From the descriptions below, select the letter that describes the education or experience you have that demonstrates your ability to perform GS-7, Defense Controls Analyst work. If your highest level of education is not described below, choose the letter that describes experience or lower level education that you do have. Mark only 1 response.

- A. I have a bachelor's degree *and* superior academic achievement. Superior academic achievement is based on (1) class standing: you must be in the upper third of your graduating class in college, university, or major subdivision; (2) grade-point average: you must have a grade point average of (a) 3.0 or higher out of a possible 4.0 as recorded on your official transcript, or as computed based on 4 years of education, or as computed based on courses completed during the final 2 years of your curriculum; or (b) 3.5 or higher out of a possible 4.0 based on the average of required courses completed in your major field or required courses in your major field completed during the final 2 years of your curriculum [Grade point averages can be rounded to one decimal place. For example, 2.95 will round to 3.0, and 2.94 will round to 2.9.]; and (3) election to membership in a national scholastic honor society.
- B. I have one full year of graduate level study (18 semester hours or the equivalent), *or* possess a master's, LL.B., J.D., LL.M., or Ph.D. in a field that provided the knowledge, skills, and abilities necessary to do the work. Such fields include business administration, business or commercial law, financial economics, or public administration.
- C. I have 1 full year of experience (equivalent to at least the GS-5 level in the Federal service) researching, analyzing, collecting, compiling, and reporting on information having bearing on international exports and related statutes, laws, embargoes and similar guidelines.
- D. I have at least one year of work experience providing administrative and clerical support duties. My duties mainly consisted of typing and filing and other clerical support duties.
- E. I have less than the full amount of graduate education described in "B" and less than the amount of experience described in "C," but I have a combination of the type of education described in "B" and the type of experience described in "C."
- F. My education and/or experience is not reflected in any of the above statements.

3. Please fill in "A" for this question.

4. Please fill in "A" for this question.

5. Please fill in "A" for this question.

The following questions ask you to describe your educational background, your work, and other experiences in specific areas which relate to successful job performance.

You are to choose one answer to each question from among the alternatives presented. Then, record your answers in Section 17 on Form C beginning at Item 6. Do not mark more than one answer for each question. Multiple answers will not be counted. Do not omit answers unless instructed to do so. Other omissions may decrease your score.

6. During high school (grades 9 - 12), I made the semester honor roll:

- A. = never
- B. = once or twice
- C. = three or four times
- D. = five or six times
- E. = seven or eight times

7. The high school grade I most often received was:

- A. = A
- B. = B
- C. = C
- D. = D or lower
- E. = I do not remember

IF YOU DID NOT ATTEND COLLEGE, PLEASE SKIP TO ITEM 9.

8. The college grade I most often received was:

- A. = A
- B. = B
- C. = C
- D. = D or lower
- E. = I do not remember

9. In the past three years the number of different paying jobs I have held for more than two weeks is:

- A. = 7 or more
- B. = 5 - 6
- C. = 3 - 4
- D. = 1 - 2
- E. = none

10. I have been employed in work similar to that of the job covered by this examination:

- A. = never employed in a similar job
- B. = less than 1 year
- C. = 1 - 2 years
- D. = 3 - 4 years
- E. = over 5 years

11. In the past three years, my primary work experience has been in:

- A. = professional or administrative occupations
- B. = clerical or sales occupations
- C. = service occupations
- D. = trades or labor occupations
- E. = not employed in the past three years

12. On my present or most recent job, my supervisor rated me as:

- A. = outstanding
- B. = above average
- C. = average
- D. = below average
- E. = not employed or received no rating

13. In the past three years the number of jobs I have been fired from is:

- A. = 5 or more
- B. = 3 to 4
- C. = 2
- D. = 1
- E. = none

14. The number of civic or social organizations (which have regular meetings and a defined membership) that I belong to is:

- A. = none
- B. = 1
- C. = 2 or 3
- D. = 4 to 6
- E. = 7 or more

15. In organizations to which I belong, my participation is best described as:

- A. = do not belong to any organizations
- B. = not very active
- C. = a regular member but not an office holder
- D. = have held at least one important office
- E. = have held several important offices

16. My previous supervisors (or teachers if not previously employed) would most likely describe my basic math skills as:

- A. = superior
- B. = above average
- C. = average
- D. = below average
- E. = do not know

ACCOMPLISHMENTS

In this part, you will respond to questions about experiences you have had that are related to the requirements of the job for which you are applying. Please answer **YES** or **NO** to each question. Begin marking your responses to the items in this part in Section 17 on Form C beginning at Item 17. Fill in "**A**" for **YES** or "**B**" for **NO**.

Answer all questions to the best of your ability. Do not answer **YES** unless you can provide specific examples or documentation as proof that you have had this type of experience. You may be asked to provide such evidence or documentation at a later stage in the selection process.

Your responses are subject to verification through background checks, job interviews, or any other information obtained during the application process. Any exaggeration of your experience or any attempt to conceal information can result in your being removed from a Federal job and in barring you from seeking Federal employment in the future.

Use the following guidelines to answer these questions:

- (1) Many questions refer to "work" experiences. The word "work" refers to all experiences gained through school, paid

employment, military service, voluntary work, and through activities done for professional, charitable, church, community, social, or other organizations, ***unless otherwise stated***.

- (2) Some questions ask for experience in a specific type of setting. For example, if the question says "Have you done ***paid*** work that involved..." then ***only*** respond ***YES*** if your experience was gained in a ***paid*** job.
- (3) Do not include personal or home-related experiences unless the question specifically mentions them.
- (4) Some questions ask about customers or clients. Customers or clients include any individuals who used or received the products or services that you provided, including individuals inside or outside of your organization. Keep in mind that you may have worked with customers or clients in a variety of settings including those listed in guideline #1 above.
- (5) Some questions ask you if you received a grade of ***B or above*** on schoolwork. If you were not graded on an A, B, C, D, F scale, use the equivalent of a B or above, that is, an above average grade, on the type of scale on which you were graded.

Remember to fill in "***A***" for ***YES*** or "***B***" for ***NO***.

17. Have you successfully done work where your ***primary responsibility*** was to help others work out their problems (for example, worked as a therapist)?
18. Have you successfully taught a writing course or worked as a professional journalist, editor, or writer?
19. Have you successfully done work that regularly involved using computer software to run a payroll, accounting, or inventory system, or to record or track other quantitative information?
20. Have you performed home repairs that involved determining the specific problem, determining how to make the repair, and successfully completing the repair (for example, fixed a leaking faucet, re-shingled a roof, etc.)?
21. Have you submitted articles or similar types of written work that were published in a professional, trade, or scholarly journal or in a nationally recognized newspaper or magazine?
22. Have you successfully completed a complex research project that included collecting and analyzing information, and reporting conclusions or recommendations?
23. Have you developed a formal mechanism to learn more about a problem (for example, developed a survey, conducted interviews or focus groups, etc.)?
24. Have you successfully planned or monitored a large-scale project or program that involved several steps that were carried out over an extended period of time?
25. Have you participated in training classes, workshops, or seminars outside of school that helped you improve your self-management skills (for example, time management, goal setting, career development, etc.)?
26. Have you received formal recognition for providing good service to customers or clients (for example, received an award, a letter of commendation, an excellent performance appraisal rating, etc.)?
27. Have you readily rearranged ***many*** of your priorities and much of your schedule to accommodate an ***unplanned*** change that had a ***short-term*** impact on you (for example, took on additional work for a co-worker who was absent due to a minor illness, rescheduled all final examinations due to a death in the family, etc.)?
28. Have you successfully done work, not including computer applications classes, that regularly involved using statistical software programs to analyze data?
29. Have you submitted articles or similar types of written work that were published in a local newspaper, nationally distributed newsletter, or similar type of publication?
30. Have you successfully done work that regularly involved being on duty by yourself, or completing nonroutine assignments

with minimal or no close supervision?

31. Have you worked on several major assignments or projects at the same time with minimal supervision and completed the work on time or ahead of schedule?
32. Have you participated in training classes, workshops, or seminars outside of school that helped you improve your computer skills?
33. Have you suggested or made changes to products or procedures that resulted in better meeting customer needs?
34. Have you successfully done work that required you to keep enough cash on hand or maintain an adequate stock of supplies, equipment, or merchandise?
35. Have you successfully provided good customer service while constantly working under difficult time constraints (for example, worked in a fast-food restaurant, worked as a stockbroker, etc.)?
36. Have you successfully done work where one of your primary responsibilities was to solve customer problems (for example, provided support services for customers with software problems)?
37. Have you successfully taught a computer programming or software applications course?
38. Have you successfully done work, not including computer applications classes, that regularly involved using desktop publishing software to develop page layouts, create illustrations, etc.?
39. Have you received a grade of B or above on essays or reports written for high school classes?
40. Have you often been asked to proofread or edit the writing of others for content, punctuation, spelling, and grammar?
41. Have you successfully done work that *only occasionally* involved helping others work out their problems (for example, worked as a resident advisor in a dorm, camp counselor, etc.)?
42. Have you written a play, script, or novel that was sold, published, or produced?
43. Have you successfully done work that regularly involved planning, prioritizing, scheduling, and monitoring work for **10 or more** people?
44. Have you successfully provided quality service to many different customers or clients with whom you interacted only briefly (for example, worked as a receptionist, bank teller, cashier, waiter/waitress, etc.)?
45. Have you completed assignments on time and maintained an overall grade point average of 3.0 or higher on a 4.0 scale in post-high school courses while carrying a full course load?
46. Have you successfully done work that *frequently* required you to present *nontechnical* information at briefings, meetings, conferences, or hearings?
47. Have you successfully dealt with a disruption to regular operations in a way that allowed for completion of the work or continuation of a noncritical service?
48. Have you been given additional responsibilities because of your ability to organize and complete your regular work more quickly than expected?
49. Have you successfully done work that regularly involved relaying messages to co-workers, or providing information or giving simple instructions to customers or the public, either in person or by telephone (for example, worked as a receptionist, dispatcher, etc.)?
50. Have you successfully done work where your primary responsibility involved interacting with current or potential customers or clients for the purpose of selling a product or service?

51. Do you regularly monitor your progress toward achieving your career goals (for example, by initiating discussions about your career goals with your supervisor, employee counselor, mentor, etc.)?
52. Have you received favorable feedback for oral presentations you have given to management or other officials, or to the public (for example, for speaking at religious services, performing in theatrical productions, etc.)?
53. Have you participated in training classes, workshops, or seminars outside of school that helped you improve your customer service skills?
54. Have you successfully completed a **large-scale project** (lasting several months or longer) on or ahead of schedule with minimal supervision?
55. Have you received favorable feedback about your ability to provide oral instructions or on-the-job training to others, or about your ability to instruct or coach others in athletic, leisure, or community activities?
56. Have you successfully done work that regularly required you to modify plans to accommodate unexpected assignments or to respond to changing workloads, priorities, or deadlines?
57. Have you successfully done work that regularly involved interacting or coordinating with people outside of your immediate work group (for example, people from other offices, departments, organizations, etc.)?
58. Have you successfully done work where you were responsible for determining appropriate treatment or rehabilitation programs (for example, worked as a probation/parole officer, social worker, counselor, etc.)?
59. Have you successfully worked in a newly created organization that was still in the process of establishing its policies and procedures?
60. Have you successfully done work that regularly involved answering questions, gathering nonsensitive information, or providing assistance to others, either in person or by telephone?
61. Have you successfully done work that regularly involved planning, prioritizing, scheduling, and monitoring work for **fewer than 10** people?
62. Have you successfully planned an event such as a conference, fund-raiser, etc.?
63. Have you served on a decision-making board or committee (for example, student governing board, planning board, homeowners' association board, etc.)?
64. Have you successfully done **paid** work that regularly involved troubleshooting and resolving problems with equipment or systems (for example, appliances, vehicles, machinery, computer or electrical systems, etc.)?
65. Have you successfully done work where your supervisor regularly relied on you to make decisions while he or she was in meetings or out of the office?
66. Have you successfully done work that regularly involved installing or configuring software on stand-alone PCS or network systems?
67. Have you successfully done work that constantly required you to work under difficult time constraints?
68. Since high school, have you received a grade of B or above in oral communication classes (for example, speech, public speaking, theater, etc.) or participated in activities that improved your oral communication skills (for example, training classes, workshops, seminars, debate team, speech club, etc.)?
69. Have you successfully done work where you regularly completed routine work assignments with minimal supervision?
70. Have you successfully done work where your **primary responsibility** was to handle customers' problems or complaints, or

where you were required to deal with customer complaints that could not be resolved by lower level employees?

71. Have you received a grade of B or above in *school-related* computer courses taken since high school (for example, courses in word processing, programming, etc.)?
72. Have you written articles or similar types of work that have been included in a school newspaper, community newsletter, or similar type of publication?
73. Have you successfully done work that regularly involved interacting with customers, clients, co-workers, or supervisors who were especially difficult to get along with?
74. Have you successfully done work that required you to identify what a customer or client needs?
75. Have you successfully done work that regularly involved manipulating data in a computer database (for example, importing, exporting, merging, updating, sorting data, etc.)?
76. Have you successfully done work that regularly involved deciding how to handle disorderly people or situations?
77. Have you owned and successfully managed your own profit-making business?
78. Have you successfully created computerized databases to organize information?
79. Have you successfully done work, not including schoolwork, that required you to juggle several assignments or projects at the same time?
80. Have you successfully done work that regularly involved interacting with or counseling people with special needs or problems (for example, hospital patients, psychiatric patients, prisoners, people who are elderly or disabled, etc.)?
81. Since high school, have you received a grade of B or above in writing courses (for example, composition, creative writing, journalism, etc.) or on essays, reports, or term papers written for *school courses* that were *not* focused on writing skills (for example, history, geography, psychology, etc.)?
82. Have you successfully solved problems that occurred because of a critical emergency or a disruption of a life-saving operation, with very few resources or guidelines (for example, solved problems related to a natural disaster, a power outage in a hospital, etc.)?
83. Have you successfully done work that regularly required you to respond or react quickly in emergency situations (for example, combat duty, firefighting, rescue work, police work, natural disaster relief, etc.)?
84. Have you successfully done work that regularly involved interacting with people, other than your co-workers, from a foreign country or from different ethnic or cultural backgrounds?
85. Have you successfully done work that involved writing technical or legal reports, or translating technical or other complex material into language that was more easily understood?
86. Have you received favorable feedback about your interpersonal skills when serving as a leader, instructor, or supervisor for academic, religious, community, sports, leisure, or work activities?
87. Have you successfully done work that involved deciding which supplies, equipment, or merchandise to purchase for a group or organization?
88. Have you successfully done work that regularly involved answering questions, demonstrating a product or service, or providing assistance to customers, clients, or the public?
89. Have you received a grade of B or above in *school courses*, taken since high school, with a strong emphasis on interpersonal skills (for example, customer relations, counseling, etc.)?

90. Have you done work that involved writing brochures, press releases, or speeches?
91. Have you made decisions that turned an unprofitable business into a profit-making operation?
92. Have you successfully planned activities for nonwork groups (for example, athletic teams, professional associations, church groups, etc.)?
93. Have you earned a degree in an area of study related to oral communication (for example, speech communication, broadcast journalism, etc.)? (Answer **YES** to this question if you anticipate receiving this degree within the next 9 months.)
94. Have you successfully done work that **regularly** involved informally providing oral explanations of technical information or other complex information, such as regulations, policies, or procedures?
95. Have you successfully done work that involved reviewing various contract proposals or contract bids to determine which one to select?
96. Have you successfully determined space layouts or assignments for equipment, furniture, displays, etc.?
97. Have you successfully done work that regularly required you to determine resource requirements or monitor the use of resources (for example, staff, space, equipment, supplies, materials, etc.)?
98. Have you successfully done work that regularly required you to make quick decisions where the consequences were critical (for example, worked as a 911 operator, on an ambulance squad, etc.)?
99. Have you broken a sales record or a similar record, regularly exceeded quotas or similar productivity standards, or received formal recognition for doing work that surpassed what was expected (for example, received a certificate of appreciation, bonus, etc.)?
100. Have you successfully owned or managed a business, or done **paid** work as a contractor or consultant, where business depended on establishing and maintaining good customer relations?
101. Have you, on short notice, successfully assumed another person's duties without the extensive training or preparation that typically is required to perform the duties?
102. Have you successfully done work that regularly involved making decisions about disclosure of sensitive or confidential information?
103. Have you successfully done work of an **emergency** nature that required you to be flexible about being on call, working for indefinite periods of time, etc. (for example, worked as a criminal investigator, emergency medical technician, firefighter, etc.)?
104. Have you received formal recognition for your oral communication skills (for example, received certification from Toastmasters International, won a speech contest or debate tournament, etc.)?
105. Have you successfully done work of a **nonemergency** nature that required you to be flexible about being on call, frequently changing work hours or locations, etc. (for example, worked as a substitute teacher, worked as a "temp" for a temporary agency, etc.)?
106. Have you successfully done work that **often** required you to accommodate last minute requests from customers or clients or to provide quality service in situations where timeliness is critical (for example, worked as a courier or travel agent, worked in newspaper publishing, etc.)?
107. Have you successfully remained friendly and polite while briefly interacting with many different clients or customers (for example, worked as a receptionist, bank teller, cashier, waiter/waitress, sales clerk, etc.)?
108. Have you identified and solved a problem with a procedure, product, or service that benefited the organization (for example, saved the organization time or money, increased sales, reduced errors, etc.)?

109. Have you willingly changed routine tasks to accommodate new systems, policies, or procedures (for example, changed to a new filing system, computer system, financial record-keeping system, etc.)?
110. Have you readily rearranged **virtually all** of your priorities and much of your schedule to accommodate a **sudden major change, problem, or setback** that had a relatively **long-term** impact on you (for example, assumed the duties of another staff member who quit unexpectedly, took in an elderly parent who suddenly became ill, etc.)?
111. Have you taken the initiative to learn new skills or acquire additional knowledge that improved your performance at work or school, or in leisure activities?
112. Have you successfully reviewed and evaluated forms, applications, documents, or other information, not including contract proposals or bids, to make determinations (for example, to determine approval or denial of loans, eligibility for claims, etc.)?
113. Have you formally taught, instructed, or trained others in educational or occupational settings and received favorable feedback about your ability to do so?
114. Have you successfully done work, not including schoolwork, that regularly involved receiving varied assignments on short notice that needed to be handled immediately?
115. Have you successfully worked closely with a client over an extended period of time to complete a project or resolve a problem?
116. Have you written procedures or instructions that others have followed successfully (for example, instruction manuals, survey instructions, training materials, etc.)?
117. Have you successfully responded to external changes that impacted a business you owned or managed (for example, responded to changes in the market, new laws, etc.)?
118. Have you successfully done work that involved making personnel decisions (for example, who to hire, promote, or discipline) or deciding how to allocate equipment, materials, staff, etc.?
119. Have you received a grade of B or above in **high school** computer classes (for example, classes in word processing, graphics, programming, etc.)?
120. Have you received formal recognition for your ability to work well with others (for example, received a letter of recommendation or appreciation, an excellent performance appraisal rating, etc.)?
121. Have you successfully planned for and started a new business or opened a new store?
122. Have you received a grade of B or above in **school courses**, taken since high school, that emphasized problem solving (for example, logic, computer programming, etc.)?
123. Have you successfully done work that regularly involved conducting quality checks or following up with customers or clients to ensure satisfaction with a product or service?
124. Have you successfully done work, not including computer applications classes, that regularly involved using graphics software to create and edit charts, tables, or graphs?
125. Have you successfully done work, not including computer programming classes, that regularly involved writing or debugging computer programs?
126. Have you successfully done work that regularly involved deciding how best to use the strengths of team members (for example, deciding who to assign to various projects, which player to put in each position, etc.)?
127. Have you successfully completed a **small-scale project** (lasting several days or weeks) on or ahead of schedule with minimal supervision?

128. Have you successfully written reports that presented facts, findings, logical conclusions, and persuasive arguments (for example, wrote a thesis, briefing papers, policy papers, complex research papers, etc.)?
129. Have you received formal recognition for solving a work-related problem (for example, received an award, a letter of commendation, etc.)?
130. Have you successfully done work, not including computer applications classes, that regularly involved using word processing software to create, edit, and format documents or correspondence?
131. Have you received formal recognition for your written work (for example, received an award, letter of commendation, excellent performance appraisal rating, etc.)?
132. Have you successfully developed an automated system that improved accuracy, efficiency, or productivity?
133. Have you successfully taught self-management skills (for example, time management, goal setting, career development, etc.)?
134. Have you successfully done work that regularly involved planning, prioritizing, and monitoring your own work?
135. Have you successfully completed a long-term project outside of work where you were solely responsible for doing the work (for example, completed a thesis, wrote a book that was published, prepared a horse for competition that won a ribbon, restored an antique car, etc.)?
136. Have you successfully done work that **regularly** required you to lead or facilitate briefings, meetings, or conferences, or formally present **technical or other complex** information to others?
137. Have you received a grade of B or above on oral presentations made for **school courses**, taken since high school, that did **not** focus on oral communication skills (for example, history, sociology, etc.), or for **any** oral presentations made for high school?
138. Have you done work that required you to travel frequently, unexpectedly, or for an indefinite period of time?
139. Have you designed or developed something, on your own initiative, to help you or other employees better complete assignments (for example, designed a training manual)?
140. Have you successfully done work that regularly involved verifying the accuracy of information or the relevance of information to a problem or a situation (for example, investigative work)?
141. Have you been requested to take on additional responsibilities because of your ability to manage your own work effectively?
142. Have you successfully provided quality service to people with special needs or problems (for example, worked in a hospital, halfway house, special education program, etc.)?
143. Have you willingly rearranged **many** of your priorities and much of your schedule to accommodate a major, **planned** change that had a **long-term** impact on you (for example, worked overtime for several months to implement a new system on schedule, had extensive renovations done on your house that required you to live elsewhere, etc.)?
144. Have you successfully taught a course that focused on interpersonal skills (for example, customer relations, counseling, etc.)?
145. Have you done work where regularly you were responsible for dealing with disruptions that impacted a group of people (for example, rowdy behavior at a public pool, weather changes at a camp, altercations in a prison, etc.)?
146. Have you made presentations where you successfully persuaded someone to do something (for example, support a project, accept your recommendations, purchase a product or service, etc.)?
147. Have you successfully done work that regularly involved determining appropriate products or services for customers or clients?

148. Have you successfully remained courteous and tactful while enforcing laws or policies or helping customers, clients, or members of the public who were hostile or upset, not including handling customer complaints (for example, worked in a crisis center, worked as a police officer, parole officer, park ranger, etc.)?
149. Have you successfully done work that regularly involved discussing sensitive information with others, or interviewing or surveying people, either in person or by telephone, to gather information they were reluctant to give?
150. Have you devised a strategy to overcome a major setback that successfully enabled you to complete a project on time or within budget?
151. Have you successfully remained polite and tactful while doing work where one of your primary responsibilities was to handle customer problems or complaints (for example, worked as a customer service representative)?
152. Have you successfully coordinated work, school, and/or family responsibilities under especially difficult circumstances (for example, you and your spouse worked full time while raising young children, you went to school full time and worked more than 20 hours per week, you worked full time while caring for an elderly parent, etc.)?
153. Have you successfully done work that regularly involved listening carefully to others to understand a need, problem, or situation (for example, investigative work, counseling, etc.)?
154. Have you successfully done work that regularly involved composing letters or writing reports containing several short paragraphs, such as investigation reports, accident reports, performance evaluations, etc.?
155. Have you successfully done work that required you to interact with people at many levels in an organization?
156. Have you successfully done work that *only occasionally* required you to present information at briefings, meetings, conferences, or hearings?

THIS IS THE END OF SECTION 25. Please review your responses to ensure that you have correctly entered all required information and that you have correctly marked your responses in the appropriate ovals.

For further information concerning other Federal employment opportunities, you may contact any Federal Employment Information Center or State Employment Service Office.

We appreciate your interest in Federal employment.